

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
<b>SOCIAL WELFARE PROGRAM CHIEF III</b>	<b>41</b>	<b>A</b>	<b>12.300</b>
<b>OPTION A: SUPPORT ENFORCEMENT PROGRAM</b>			
<b>SOCIAL WELFARE PROGRAM CHIEF II</b>	<b>40</b>	<b>A</b>	<b>12.302</b>
<b>OPTION A: PUBLIC ASSISTANCE PROGRAMS</b>			
<b>B: BENEFIT AND SUPPORT PROGRAMS</b>			
<b>C: MEDICAID REVIEW SERVICES</b>			
<b>D: MEDICAID PROGRAM SERVICES</b>			
<b>E: CHILD AND FAMILY SERVICES</b>			
<b>F: FAMILY RESOURCE CENTERS</b>			
<b>SOCIAL WELFARE PROGRAM CHIEF I</b>	<b>38</b>	<b>A</b>	<b>12.306</b>
<b>OPTION A: QUALITY ASSURANCE PROGRAM</b>			
<b>B: SENIOR SERVICES</b>			
<b>C: FOOD DISTRIBUTION PROGRAM</b>			

### **SERIES CONCEPT**

Social Welfare Program Chiefs perform administrative, supervisory, and managerial work in managing a program and related systems for major social welfare programs, supervise managerial, senior professional and professional personnel, and perform related duties as required.

Incumbents establish, implement, and monitor the accomplishment of unit and program goals and objectives to ensure programs are administered in compliance with federal and state regulations and in accordance with the goals and objectives of the division. This includes: analyzing federal and state regulations governing the assigned program areas; reviewing audit finding; analyzing economic and demographic trends and statistical data; determining the availability of resources; consulting with the deputy administrator and/or administrator regarding department and division goals and objectives; coordinating resources and activities with other program managers and district or regional office managers; establishing meaningful and obtainable goals and objectives; joint planning of staff activities through conferences and discussions; monitoring staff activities to determine progress towards meeting goals and objectives and to assess the quality of work assignments; determining the impact and effectiveness of completed projects and assignments; and planning for future changes or activities.

Incumbents direct the development and implementation of state plans, policies, procedures, and support systems in order to receive federal financial participation and to ensure programs are administered in accordance with program goals and objectives and state and federal laws and regulations. This includes: reviewing and interpreting federal and state laws and regulations; researching or directing staff to research the financial and operational impact to program areas; analyzing changes required to computer systems and accounting systems; overseeing the development of new or revised policies and procedures and securing administrative approval; preparing and presenting welfare board exhibits; assigning priorities to computer and accounting system change requests; responding to inquiries and requests for assistance in the implementation of policies, procedures, and system changes; rendering decisions on individual cases or operational issues that are outside of standard operations; and monitoring program quality and compliance through review of management reports and results of on-site reviews.

Incumbents manage the development, negotiation and monitoring of cooperative agreements and major program contracts to ensure services are provided and operations are conducted in compliance with the terms and conditions of the contract or agreement. This includes: overseeing the development of agreements, contract

<b>SOCIAL WELFARE PROGRAM CHIEF III</b>	<b>41</b>	<b>A</b>	<b>12.300</b>
<b>SOCIAL WELFARE PROGRAM CHIEF II</b>	<b>40</b>	<b>A</b>	<b>12.302</b>
<b>OPTIONS</b>			
<b>SOCIAL WELFARE PROGRAM CHIEF I</b>	<b>38</b>	<b>A</b>	<b>12.306</b>
<b>OPTIONS</b>			

Page 2 of 11

### **SERIES CONCEPT (cont'd)**

documents and amendments; evaluating and adjusting reimbursement rates; conducting periodic reviews of personnel, equipment and program operations; meeting with contractors and program personnel to evaluate performance and resolve problems associated with meeting the requirements set forth in the agreements or contracts; and determining whether financial reimbursement should be withheld in situations of non-compliance.

Incumbents develop or participate in the development and justification of legislative proposals to include: drafting proposed legislation; determining fiscal and operational impact; gaining the approval and support of administrative staff; and presenting the division's position to the legislature.

Incumbents develop or participate in the development of operating and program budgets and monitor approved budgets to include: developing costs and justification for new or expanded programs, purchase of equipment, and addition of personnel; providing recommendations to the deputy administrator or administrator for incorporation into the division budget and may include presenting the budget proposal to the Department of Administration and legislature; monitoring revenues and expenditures; drafting proposals for budget augmentation requests; and recommending alternatives for program operations in shortfall situations.

Incumbents supervise managers, senior professional and professional personnel, and support staff and may provide administrative supervision to higher level professionals, such as medical professionals, in a specialized area which is related to program operations. Supervision includes: interviewing applicants and selecting personnel; delegating authority and responsibility to staff; developing work performance standards and completing performance evaluations; ensuring appropriate training is provided; providing counseling, guidance and motivation; and initiating or recommending disciplinary actions.

Incumbents serve as a liaison with a variety of groups and individuals to include: professional advisory groups, community groups, federal staff at the regional and national levels, district attorneys and judges, the media, medical professionals, medical facility administrators, agency heads and division managers, district and regional managers and government officials. Liaison activities include: promoting program goals and objectives; facilitating advisory group meetings; coordinating program activities among program units, state agencies, and local government or community agencies; negotiating solutions to problems and resolving conflicts; consulting with federal regional program administrators on complex program issues.

Incumbents may act on behalf of or in place of a deputy administrator, program chief or manager during absences or upon request.

\*\*\*\*\*

### **CLASS CONCEPTS**

#### **SOCIAL WELFARE PROGRAM CHIEF III**

Under general direction of the division administrator, a Social Welfare Program Chief III performs the range of duties described in the series concept and exercises direct control over the policy, budget, and system planning, development and monitoring aspects of a major statewide social welfare program as well as direct control of program implementation statewide.

This level of the series is distinguished from Social Welfare Program Chief II by the broader scope of responsibility, independence with which the position functions and decision making authority.

<b>SOCIAL WELFARE PROGRAM CHIEF III</b>	<b>41</b>	<b>A</b>	<b>12.300</b>
<b>SOCIAL WELFARE PROGRAM CHIEF II</b>	<b>40</b>	<b>A</b>	<b>12.302</b>
<b>OPTIONS</b>			
<b>SOCIAL WELFARE PROGRAM CHIEF I</b>	<b>38</b>	<b>A</b>	<b>12.306</b>
<b>OPTIONS</b>			

Page 3 of 11

### **CLASS CONCEPTS (cont'd)**

#### **SOCIAL WELFARE PROGRAM CHIEF III (cont'd)**

The Social Welfare Program Chief III assigned to the support enforcement program option is responsible for overall direction and management of the child support enforcement program. The incumbent designs the support enforcement program operational plan; establishes collection goals and develops cost-effective collection strategies; develops and manages the program budget which includes estimating the amount of income that will be received from federal income tax refund and unemployment insurance benefit intercepts, county and state collections and incentive payments; directs and oversees statewide program implementation through subordinate social welfare managers and cooperative agreements with all county district attorneys and district courts; directs the development, communication, and implementation of policies and systems through subordinate program specialists; develops, justifies and promotes the acceptance of legislative proposals; and serves as the direct liaison with the regional Family Support Administration Administrator, district attorneys, district judges and public interest groups.

#### **SOCIAL WELFARE PROGRAM CHIEF II**

Under general direction of an administrator or deputy administrator, Social Welfare Program Chief II's perform the range of duties described in the series concept. This level of the series is distinguished from Social Welfare Program Chief I by the scope of responsibility, complexity of problems encountered, and the variety and complexity of program functions managed. Incumbents at this level of the series exercise direct control over the policy and system planning, development and monitoring aspects of major statewide social welfare programs or over major components of the largest programs and exercise functional control over the implementation of programs and provision of services at the local level. There is not automatic progression to the next level of the series.

A Social Welfare Program Chief II assigned to the public assistance option is responsible for overall direction and management of major public assistance programs administered by the division to include: the Food Stamp program; Medical Assistance to the Aged, Blind and Disabled; Aid to Dependent Children and other allied assistance programs and program options. The incumbent maintains the state plans and supervises the development and dissemination of program policies and procedures; directs various program and staff activities to include program quality and compliance, research studies, and computer system maintenance; supervises a unit comprised of senior professional and professional program personnel and support personnel; provides functional guidance to the district office staff; and oversees the performance of contractors.

A Social Welfare Program Chief II assigned to the benefit and support programs option is responsible for overall direction and management of the employment and training programs administered by the division, large grant programs such as the Low Income Home Energy Assistance Program and Weatherization Assistance Program and various smaller programs. The incumbent maintains the state plans and supervises the development and dissemination of program policies and procedures; directs various program and staff activities to include development of contracts and agreements, preparation and monitoring of program budgets, and program quality and compliance; supervises a unit comprised of senior professional and professional program personnel and support personnel; provides functional guidance to district office staff; and oversees the performance of subgrantees and contractors.

A Social Welfare Program Chief II assigned to the Medicaid review services option is responsible for overall direction and management of the program review component of the Medicaid program. The incumbent ensures program benefits and limitations are administered in accordance with applicable laws and regulations and in a

<b>SOCIAL WELFARE PROGRAM CHIEF III</b>	<b>41</b>	<b>A</b>	<b>12.300</b>
<b>SOCIAL WELFARE PROGRAM CHIEF II</b>	<b>40</b>	<b>A</b>	<b>12.302</b>
<b>OPTIONS</b>			
<b>SOCIAL WELFARE PROGRAM CHIEF I</b>	<b>38</b>	<b>A</b>	<b>12.306</b>
<b>OPTIONS</b>			

Page 4 of 11

### **CLASS CONCEPTS (cont'd)**

#### **SOCIAL WELFARE PROGRAM CHIEF II (cont'd)**

cost effective manner by managing various programs, systems and methods for program review and cost containment to include: payment authorization for medical services, equipment and supplies; authorizations for the placement and evaluation of individuals in Medicaid certified facilities; managed care program; lab sole source contract; utilization review programs such as annual medical reviews of Medicaid certified facilities, the drug utilization review program and the hospital utilization review service contract; and programs that provide early intervention and case management services. The incumbent supervises a unit comprised of senior professional and professional program personnel, a pharmacy consultant and support personnel; supervises the development and dissemination of policies and procedures; provides functional guidance and trains district office staff in Medicaid programs; and oversees the performance of contractors.

A Social Welfare Program Chief II assigned to the Medicaid program services option is responsible for overall direction and management of the program services component of the Medicaid program. The incumbent maintains the state plan and supervises the development and dissemination of Medicaid policies and procedures; manages the fiscal agent contract to ensure prompt and proper processing of claims; and manages various Medicaid service programs and activities to include: incapacity and disability determinations for Medicaid eligibility; waiver requests for the provision of home and community based services to prevent institutionalization; dental services; transportation services; provider services; and the surveillance and utilization program. The incumbent supervises a unit comprised of senior professional and professional personnel, medical consultants, and support personnel; provides functional guidance and training to the district office staff; and oversees the performance of contractors.

A Social Welfare Program Chief II assigned to the child and family services option serves as a project manager and is responsible for developing, implementing and evaluating the statewide automated child welfare information system. Develops and implements policies and procedures for automation related activities, system planning, monitoring, and evaluating functions. The incumbent oversees development, maintenance and dissemination of the State plans, program policies and procedures; compliance with state and federal regulations for reporting and service delivery; directs various programs and staff activities such as quality assurance and compliance, research and development; supervises a project team which includes senior professional planners, program personnel, MH/MR psychologists and managers within the division. The position is also involved in the monitoring of policy compliance, developing and maintaining interfaces with other states and federal systems; developing performance indicators; monitoring state and county reporting systems in accordance with federal reporting requirements for program areas that includes Child Abuse and Neglect, Child Interstate Placement, Foster Care, Adoption, Intake/Assessment/and Resources, Early Childhood Services, Adolescent Services, Purchased Placement Services, Business Services, Youth Corrections Services, Child Care/Foster Care Licensing, and Staff Caseload/Background Checks Demographics.

A Social Welfare Program Chief II assigned to the family resource centers (FRC) option provides statewide direction and program management to a network of family resource centers in at-risk neighborhoods. The centers operate under a statutory mandate to provide eligibility assessment and referral for the full range of available social services, and directly provide selected services tailored to specific neighborhoods. Non-profit agencies are appointed to serve as local governing boards. Neighborhood councils comprised of neighborhood residents serve in an advisory capacity and assist in developing their center's action plan. The incumbent in this position ensures the statutory and regulatory compliance of local governing boards; establishes and implements fiscal controls; conducts fund-raising activities; oversees contract and grant administration activities of local governing boards; develops legislation and regulations as needed; develops community empowerment models for use in the

<b>SOCIAL WELFARE PROGRAM CHIEF III</b>	<b>41</b>	<b>A</b>	<b>12.300</b>
<b>SOCIAL WELFARE PROGRAM CHIEF II</b>	<b>40</b>	<b>A</b>	<b>12.302</b>
<b>OPTIONS</b>			
<b>SOCIAL WELFARE PROGRAM CHIEF I</b>	<b>38</b>	<b>A</b>	<b>12.306</b>
<b>OPTIONS</b>			

Page 5 of 11

### **CLASS CONCEPTS (cont'd)**

#### **SOCIAL WELFARE PROGRAM CHIEF II (cont'd)**

FRC system; provides training, support, and technical assistance to centers in developing programs, service delivery systems and outcome measures; develops and maintains a program evaluation system; coordinates and oversees the outstationing of state employees in FRCs; makes presentations to the legislature and a variety of community groups.

#### **SOCIAL WELFARE PROGRAM CHIEF I**

Under general direction of a deputy administrator, division administrator, or department director, Social Welfare Program Chief I's perform some or all of the duties described in the series concept. Incumbents at this level supervise senior professional and/or professional personnel and perform administrative and managerial work in the development and operation of statewide social welfare programs or major components of the largest programs. Areas of responsibility require an incumbent to apply and interpret complex regulations, policies and procedures and decisions typically impact the division, clients, and service providers. There is not automatic progression to the next level of the series.

A Social Welfare Program Chief I assigned to the quality assurance option is responsible for overall direction and management of the federally mandated quality control program which ensures the accuracy of benefit and/or eligibility determinations for the Aid to Dependent Children Program, Food Stamp Program and Medicaid eligibility determinations. The incumbent develops and directs the implementation of program policies and procedures for quality control reviews; performs a comprehensive analysis of the division's performance to identify errors and causal factors for statewide corrective action; develops corrective actions plans and makes recommendations to the deputy administrator for implementation; reviews new and revised policy proposals to ensure they will not have a detrimental effect on the division's performance; functions as the liaison with the federal government regarding the accuracy of payments; and prepares required monthly and annual program reports. The incumbent functions as the hearing authority for the division to include developing procedures for client and provider hearings and reviewing hearing decisions prepared by the hearings officers. The incumbent also monitors the division-wide training function as well as training expenditures; serves as a facility manager for the central administrative offices; develops and monitors the unit's budget; and supervises a unit comprised of senior professional and professional personnel.

A Social Welfare Program Chief I assigned to the senior services option is responsible for overall direction and management of the division's grants unit. The incumbent supervises a statewide unit of professional staff; formulates and monitors the completion of the unit goals and objectives; manages the division's Reno office to include providing administrative supervision to personnel assigned to other programs and functioning as the community liaison; participates as a member of the division's management team through participation in division planning and policy development; and establishes and monitors the division's training program.

Under general direction of the department director, a Social Welfare Program Chief I assigned to the food distribution program option is responsible for the overall direction and management of the statewide food distribution program, including the distribution system planning, policy development and enforcement components, and ensures USDA commodity foods are received, stored, distributed, and utilized in accordance with federal regulations. The incumbent coordinates and approves the statewide shipping and distribution schedule; analyzes the cost effectiveness of the warehousing and distribution system with respect to the food distribution program; develops state plans, program manuals and directives; provides technical assistance; monitors programs to ensure effectiveness and compliance with applicable laws and regulations; develops and approves cooperative agree-

<b>SOCIAL WELFARE PROGRAM CHIEF III</b>	<b>41</b>	<b>A</b>	<b>12.300</b>
<b>SOCIAL WELFARE PROGRAM CHIEF II</b>	<b>40</b>	<b>A</b>	<b>12.302</b>
<b>OPTIONS</b>			
<b>SOCIAL WELFARE PROGRAM CHIEF I</b>	<b>38</b>	<b>A</b>	<b>12.306</b>
<b>OPTIONS</b>			

Page 6 of 11

## **CLASS CONCEPTS (cont'd)**

### **SOCIAL WELFARE PROGRAM CHIEF I (cont'd)**

ments and contracts; develops, justifies and administers federal and state program and operating budgets; supervises program staff; and directs the implementation of allied programs related to the purchasing, processing, and distribution of commercial food. Under general direction of the purchasing administrator, the incumbent also directs the division's warehousing and distribution system and the federal surplus property program to include supervising the stores manager responsible for managing the day-to-day warehousing, distribution, and surplus property operations.

\*\*\*\*\*

## **MINIMUM QUALIFICATIONS**

### **SOCIAL WELFARE PROGRAM CHIEF III**

#### **EDUCATION AND EXPERIENCE:**

#### **I**

Bachelor's degree from an accredited college or university with a major in a field of study pertinent to the program option such as business administration, public administration or a field of social science and three years of experience at a management level or at an advanced journey-level program specialist (e.g., Social Welfare Program Specialist III) level which included responsibility for managing a program office/program section or serving as a consultant to supervisory or management personnel; developing and administering a complex budget; promoting ideas, programs, and policies to public officials or administrative personnel; interpretation and application of federal and state regulations and program policies; writing program policies, procedures, and reports; and supervision of professional staff; OR

#### **II**

An equivalent amount of education above the high school level and experience as described in Option I.

#### **FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (These may be acquired on the job and/or are needed to perform the work assigned.)**

Working knowledge of the federal and state laws and regulations which govern assigned programs. Working knowledge of state statutes, federal regulations, program manuals, and automated systems handbook to interpret, analyze, and direct the development and implementation of program policies and procedures. Working knowledge of the public welfare system to determine the impact of child support laws, regulations, policies and procedures on other programs, and to determine if changes in other programs will impact the child support program. Working knowledge of how the district attorneys' offices, district courts and state and federal offices administer the child support enforcement program to determine compliance with federal regulations and state laws and direct development and implementation of new policy and procedures and to make recommendations for changes in both federal and state laws. Working knowledge of litigation and court decisions pertaining to or impacting the child support program in order to develop, maintain, update or defend existing policy or procedure. Working knowledge of data processing capabilities to coordinate the development and maintenance of automated systems. Working knowledge of general and state specific principles and practices of budgeting and accounting. Working knowledge of state and agency administrative regulations, policies, and procedures. Working knowledge of department, division, and unit goals, programs, plans, and policies. Working knowledge of

<b>SOCIAL WELFARE PROGRAM CHIEF III</b>	<b>41</b>	<b>A</b>	<b>12.300</b>
<b>SOCIAL WELFARE PROGRAM CHIEF II</b>	<b>40</b>	<b>A</b>	<b>12.302</b>
<b>OPTIONS</b>			
<b>SOCIAL WELFARE PROGRAM CHIEF I</b>	<b>38</b>	<b>A</b>	<b>12.306</b>
<b>OPTIONS</b>			

Page 7 of 11

### **MINIMUM QUALIFICATIONS (cont'd)**

#### **SOCIAL WELFARE PROGRAM CHIEF III (cont'd)**

division philosophy and goals to establish policies and programs to meet those goals. Working knowledge of related outside human service agencies, their services, roles and responsibilities, to contact them when appropriate to obtain needed information and/or services.

Ability to forecast program and community needs. Ability to accurately evaluate program effectiveness and accomplishment and to determine what changes might be needed to improve the program. Ability to handle rapid changes in conversation involving difficult questions from staff, upper management, legislators, and the general public. Ability to mediate between contending parties, such as clients and staff, legal services and staff, and contractors and the agency.

**ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES:** (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

General knowledge of federal and state laws and regulations governing social welfare programs. Working knowledge of the principles and practices of management and supervision.

Ability to make oral group presentations to persuade others to accept a specific opinion or action and to explain policies, procedures, and actions. Ability to read and understand complex legal documents such as federal and state laws, court decisions, statistical studies, and attorney general's opinions. Ability to write concise, logical, and grammatically correct analytical reports, legislative proposals, correspondence, and program documents. Ability to sell or promote ideas, programs, policies, and procedures to the general public, legal entities, legislators and other government officials. Ability to affect decision making on a federal and state level using logic, persuasion, and negotiation. Ability to negotiate, exchange ideas, information and opinions with others to formulate policies and programs and/or arrive jointly at decisions, conclusions, or solutions. Ability to establish priorities, delegate assignments, and train, motivate, and supervise staff. Ability to organize materials, information and staff in a systematic way to meet objectives and optimize program effectiveness and efficiency. Ability to motivate others and stimulate staff into effective action. Ability to establish and maintain cooperative working relationships with peers, superiors, legislators, advocacy groups and the general public. Ability to work independently with minimal or no direction.

Skill in financial analysis, planning, preparation, and administration of a complicated multi-million dollar budget.

#### **SOCIAL WELFARE PROGRAM CHIEF II**

##### **EDUCATION AND EXPERIENCE:**

##### **I**

Bachelor's degree from an accredited college or university with a major in a field of study pertinent to the program option such as: business administration, public administration, human services, health science, or a field of social science and two years of professional experience at a management level or at an advanced journey-level program specialist (e.g., Social Welfare Program Specialist III) level which included responsibility for managing a program office/program section or serving as a consultant to supervisory or management personnel; developing and/or managing program budgets; interpretation and application of federal and state regulations and program policies; coordinating program activities with officials and representatives of other agencies or institutions;

<b>SOCIAL WELFARE PROGRAM CHIEF III</b>	<b>41</b>	<b>A</b>	<b>12.300</b>
<b>SOCIAL WELFARE PROGRAM CHIEF II</b>	<b>40</b>	<b>A</b>	<b>12.302</b>
<b>OPTIONS</b>			
<b>SOCIAL WELFARE PROGRAM CHIEF I</b>	<b>38</b>	<b>A</b>	<b>12.306</b>
<b>OPTIONS</b>			

Page 8 of 11

## **MINIMUM QUALIFICATIONS (cont'd)**

### **SOCIAL WELFARE PROGRAM CHIEF II (cont'd)**

interpretation and application of federal and state regulations and program policies; writing program policies, procedures, and reports; and supervision of professional or paraprofessional staff; OR

#### **II**

An equivalent amount of education above the high school level and experience as described in Option I.

**OPTION NOTE:** Options within this class will be designated at the time positions are classified.

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:** (These may be acquired on the job and/or needed to perform the work assigned.)

Working knowledge of the federal and state laws and regulations which govern assigned programs. Working knowledge of state statutes, federal regulations, program manuals, and automated systems handbook to interpret, analyze, and direct the development and implementation of program policies and procedures. Working knowledge of data processing capabilities to coordinate the development and maintenance of automated systems. Working knowledge of general and state specific principles and practices of budgeting and accounting. Working knowledge of state and agency administrative regulations, policies, and procedures. Working knowledge of department, division, and unit goals, programs, plans, and policies. Working knowledge of division philosophy and goals to establish policies and programs to meet those goals. Working knowledge of the principles and practices of social welfare administration. Working knowledge of related outside human service agencies, their services, roles and responsibilities, to contact them when appropriate to obtain needed information and/or services. Working knowledge of where to go within the organization for needed information and the ability to judge what information should be passed on to different levels of management. Working knowledge of review methods and quality control techniques to develop and direct program policy and procedure review. Working knowledge of methods of program administration, program terminology and acceptable program practices. Working knowledge of litigation and court decisions impacting assigned program in order to develop, maintain, update or defend existing policy or procedure.

Ability to forecast program and community needs. Ability to accurately evaluate program effectiveness and accomplishment and to determine what changes might be needed to improve the program. Ability to convey contract requirements to contractors and staff and to discuss compliance problems and work effectively with them to solve problems and maintain the level of service required by the contract. Ability to handle rapid changes in conversation involving difficult questions from staff, upper management, legislators, and the general public. Ability to mediate between contending parties, such as clients and staff, legal services and staff, and contractors and the agency. Ability to modify or adapt program procedures/verification methods to meet workload demands or unusual circumstances such as atypical caseload growth or loss of funding.

Skill in financial analysis, planning, preparation, and administration of a complicated budget.



<b>SOCIAL WELFARE PROGRAM CHIEF III</b>	<b>41</b>	<b>A</b>	<b>12.300</b>
<b>SOCIAL WELFARE PROGRAM CHIEF II</b>	<b>40</b>	<b>A</b>	<b>12.302</b>
<b>OPTIONS</b>			
<b>SOCIAL WELFARE PROGRAM CHIEF I</b>	<b>38</b>	<b>A</b>	<b>12.306</b>
<b>OPTIONS</b>			

Page 9 of 11

### **MINIMUM QUALIFICATIONS (cont'd)**

#### **SOCIAL WELFARE PROGRAM CHIEF II (cont'd)**

**ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES:** (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

General knowledge of federal and state laws and regulations governing social welfare programs. General knowledge of training techniques including the use of audio and visual aids to prepare and give formal training and presentations. Working knowledge of the principles and practices of management and supervision.

Ability to make oral group presentations to persuade others to accept a specific opinion or action and to explain policies, procedures, and actions. Ability to read and understand complex legal documents such as federal and state laws, court decisions, statistical studies, and attorney general's opinions. Ability to write concise, logical, and grammatically correct analytical reports, legislative proposals, correspondence, and program documents. Ability to sell or promote ideas, programs, policies, and procedures to staff, legal entities, and the public. Ability to affect decision making on a federal and state level using logic, persuasion, and negotiation. Ability to negotiate, exchange ideas, information and opinions with others to formulate policies and programs and/or arrive jointly at decisions, conclusions, or solutions. Ability to establish work priorities, delegate assignments, and train, motivate, and supervise staff. Ability to coordinate the work of a number of diverse work units by determining the time, place and sequence of action to be taken. Ability to motivate others and stimulate staff into effective action. Ability to establish and maintain cooperative working relationships with subordinate staff, peers, superiors, legal entities, federal officials, other agencies and businesses. Ability to work independently with minimal or no direction. Ability to perceive and define cause and effect relationships in areas of program compliance. Ability to modify and/or adapt policies, procedures or methods to enhance program compliance and avoid federal penalties. Ability to develop and manage a complex budget. Ability to work with administrators, directors, and other upper level administrative staff, and professionals.

#### **SOCIAL WELFARE PROGRAM CHIEF I**

#### **EDUCATION AND EXPERIENCE:**

##### **I**

Bachelor's degree from an accredited college or university with a major in a field of study pertinent to the program option such as: business administration, public administration, human services, or a field of social science and three years of professional experience at a supervisory or journey-level program specialist level (e.g., Social Welfare Program Specialist II; Quality Control Specialist I) which included responsibility for directing the operation of a program unit or serving as a consultant to professional program personnel; coordinating program activities with officials and representatives of other agencies or institutions; interpretation and application of federal and state regulations and program policies; writing program policies, procedures, and/or reports; and supervision of professional or paraprofessional level staff; OR

##### **II**

An equivalent amount of education above the high school level and experience as described in Option I.

**OPTION NOTE:** Options within this class will be designated at the time positions are classified.

<b>SOCIAL WELFARE PROGRAM CHIEF III</b>	<b>41</b>	<b>A</b>	<b>12.300</b>
<b>SOCIAL WELFARE PROGRAM CHIEF II</b>	<b>40</b>	<b>A</b>	<b>12.302</b>
<b>OPTIONS</b>			
<b>SOCIAL WELFARE PROGRAM CHIEF I</b>	<b>38</b>	<b>A</b>	<b>12.306</b>
<b>OPTIONS</b>			

Page 10 of 11

### MINIMUM QUALIFICATIONS (cont'd)

#### SOCIAL WELFARE PROGRAM CHIEF I (cont'd)

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:** (These may be acquired on the job and/or needed to perform the work assigned.)

#### **ALL OPTIONS:**

General knowledge of training and educational resources and opportunities and the ability to judge what is needed, applicable, and effective. General knowledge of general and state specific principles and practices of budgeting and accounting. Working knowledge of the federal and state laws and regulations which govern assigned programs. Working knowledge of the goals, objectives and federal guidelines for social welfare programs as applied to program assignment.

Working knowledge of the principles and practices of social welfare administration. Working knowledge of state and agency administrative regulations, policies, and procedures. Working knowledge of where to go within the organization for needed information and ability to judge what information should be passed on to different levels of management. Working knowledge of data processing capabilities to coordinate the development and maintenance of automated systems. Working knowledge of department, division, and unit goals, systems, programs, and policies as related to program assignment. Working knowledge of methods of program administration, program terminology, and acceptable program practices.

Ability to accurately evaluate program effectiveness and accountability and determine what changes might be needed to improve the program.

Skill in financial analysis, planning, preparation, and administration of a complicated budget.

#### **QUALITY ASSURANCE PROGRAM OPTION:**

Working knowledge of review methods and audit techniques sufficient to tabulate and analyze data for corrective action planning and recommendations.

**ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES:** (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

#### **ALL OPTIONS:**

General knowledge of federal and state laws and regulations governing social welfare programs. General knowledge of current social and economic trends as they affect eligibility for social welfare programs and the philosophy of social welfare programs. General knowledge of where to go within the organization for needed information and the ability to judge what information should be passed on to different levels of management. Working knowledge of the principles and practices of management and supervision.

<b>SOCIAL WELFARE PROGRAM CHIEF III</b>	<b>41</b>	<b>A</b>	<b>12.300</b>
<b>SOCIAL WELFARE PROGRAM CHIEF II</b>	<b>40</b>	<b>A</b>	<b>12.302</b>
<b>OPTIONS</b>			
<b>SOCIAL WELFARE PROGRAM CHIEF I</b>	<b>38</b>	<b>A</b>	<b>12.306</b>
<b>OPTIONS</b>			

Page 11 of 11

### **MINIMUM QUALIFICATIONS (cont'd)**

#### **SOCIAL WELFARE PROGRAM CHIEF I (cont'd)**

Ability to establish and maintain cooperative working relationships with subordinate staff, peers, superiors, legal entities, federal officials, other agencies and businesses. Ability to analyze information, problems, situations, practices and procedures to evaluate effectiveness, define the problems or objectives, identify relevant concerns or factors, formulate logical and objective conclusions and recognize alternatives and their implications. Ability to negotiate, exchange ideas, information and opinions with others to formulate policy recommendations. Ability to establish work priorities, delegate assignments, and train, motivate, and supervise staff. Ability to write concise, logical, and grammatically correct analytical reports, correspondence and program documents. Ability to make oral group presentations to persuade others to accept a specific opinion or achieve consensus, and to explain and/or promote ideas, procedures, policies, and actions. Ability to read and understand complex legal documents such as federal and state laws and court decisions. Ability to organize material, information, and staff in a systematic way to meet objectives and optimize program effectiveness and efficiency. Ability to compute ratios, rates and percentages and/or analyze and interpret statistical reports to plan for staff and program needs, for budget preparations and to analyze program effectiveness. Ability to work independently with minimal or no direction.

#### **SENIOR SERVICES OPTION:**

General knowledge of grant requirements and grants management.

#### **QUALITY ASSURANCE PROGRAM OPTION:**

Ability to analyze errors and evaluate trends in order to project the impact upon the payment system.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

	<u>12.300</u>	<u>12.302</u>	<u>12.306</u>
ESTABLISHED:	07/01/93P 10/23/92PC	07/01/93P 10/23/92PC	07/01/93P 10/23/92PC
REVISED:		11/09/95R	
REVISED:		07/18/97UC	07/18/97UC